

IN THE SPECIFICATION:

Please replace the paragraph running from the bottom of page 3 to the top of page 4 with the following clean version.

R1  
The call controller computer and applications computer(s) communicate with one another in order to perform various call control and other call processing application functions over the data network and to provide call information and control to a user of the applications computer. As packet switched telephone connections are set up between various terminals or other nodes, the call controller communicates with one or more application computers in order to provide the call information and call control functions required by the computer telephony applications residing on the application computers. Examples of these functions include establishing and tearing down calls, transferring calls, call conferencing, associating the applications computer with one or more specific end points in the call controller zone for monitoring and control, determining the state of calls at a given endpoint, determining the length of calls in progress at a given endpoint, determining the words exchanged in calls in progress at a given endpoint, determining the originating IP address of calls in progress at a given endpoint, routing unanswered new calls terminating at a given endpoint to another endpoint, and various other functions.

Please replace the first full paragraph on page 11 with the following clean version:

Sub B2  
R2  
Alternatively, the AC 4301 and GK 410 can be themselves connected via the Internet 450, or other computer communications network. Or, the GK 410 could write to a file, store, and then itself transmit to an AC 430, via a variety of data transmission channels, as described above, or as is otherwise known in the art.

Please replace the first paragraph on page 12 with the following clean version:

A3  
The communication methods described above are as well intended to include a wide variety of possible implementations. Thus, for example, two modules residing in a common computing system will exchange messages, but may not do so over a physical "data network" in the sense of signals travelling over external wires.

Please replace the second full paragraph on page 13 with the following clean version:

A4  
Load balancing. When a call is made to an enterprise and it is determined that any of several individuals, offices or work groups could handle such a call (for example, a call to a customer service number), the application can choose which individual, work group or office should receive the call based on its assessment of the current workload at each potential destination.

*Marked*

The following version of the amended specification paragraphs shows deletions in brackets.

Paragraph from the bottom of page 3 to the top of page 4:

The call controller computer and applications computer(s) communicate with one another in order to perform various call control and other call processing application functions over the data network and to provide call information and control to a user of the applications computer. As packet switched telephone connections are set up between various terminals or other nodes, the call controller communicates with one or more application computers in order to provide the call information and call control functions required by the computer telephony applications residing on the application computers. Examples of these functions include establishing and tearing down calls, transferring calls, call conferencing, associating the applications computer with one or more specific end points in the call controller zone for monitoring and control, determining the state of calls at a given endpoint, determining the length of calls in progress at a given endpoint, determining the words exchanged in calls in progress at a given endpoint, determining the originating IP address of calls in progress at a given endpoint, routing unanswered new calls terminating at a given endpoint to another [to another] endpoint, and various other functions.

First full paragraph on page 11:

Alternatively, the AC 4301 and GK 410 can be themselves connected via the Internet 450, or other computer communications network. Or, the GK 410 could write to a file, store[d], and then itself transmit[ted] to an AC 430, via a variety of data transmission channels, as described above, or as is otherwise known in the art.

First paragraph on page 12:

The communication methods described above are as well intended to include\_a wide variety of possible implementations. Thus, for example, two modules residing in a common computing system will exchange messages, but may not do so over a physical "data network" in the sense of signals travelling over external wires.

Second full paragraph on page 13:

Load balancing. When a call is made to an enterprise and it is determined that any of several individuals, offices or work groups could handle such a call (for example, a call to a customer service number), the application can choose which individual, work group or office should receive the call based on its assessment of the current workload at each potential destination.